



EMPLOY MILWAUKEE BOARD OF DIRECTORS

PROGRAM COMMITTEE MEETING

Wednesday, May 20th, 2020 – 9:00 – 10:30 a.m.

Via Zoom

MINUTES

Members: Ted Matkom (Chair), Chytania Brown, Bevin Christie, Laura Bray, Lea Collins-Worachek, Randy Crump, Michael Daily, Pam Fendt, Eduardo Garza, Tracy Lubber, Joni Theobald

Members Excused: Carla Cross, Tasha Jenkins, Brian Levins, Lupe Martinez, Parker Rios, Gene Manzanet, Lois O'Keefe, Wallace White

Guests: Rachel Zietlow, Maximus

Employ Milwaukee Staff: Pete Coffaro, Toni White, Jose Galvan, Eileen McMahon

Chair Ted Matkom called meeting to order at 9:03 a.m.

1. Committee Business

a. Approval of Minutes from February 12, 2020 and April 20, 2020 Program Committee meetings

Members briefly discussed minutes from both meetings.

Tracy Lubber motioned for approval of minutes from February 12, 2020 and April 20, 2020 meetings; Pam Fendt seconded; both meeting minutes approved unanimously.

2. Workforce Innovation and Opportunity Act (WIOA) Local Plan Updates

a. Review and Approval of Adult Supportive Services Policy

b. Review and Approval of Youth Supportive Services Policy

c. Local Plan Comment Period

Local Plan is publicly noticed on the website with a comment period of May 1, 2020 through June 1, 2020. Committee was encouraged to review and comment on the 45-page Local Plan. DWD requested sector strategies, American Apprenticeship and on-the-job training be a focus.

Mr. Coffaro presented supportive services policies recently updated for Adult and Youth. Youth references were removed from the Adult policy as well as the addition of requirements for exam retakes, updated IRS mileage and DCF childcare rate maximums. For the Youth Supportive Services Policy, the same changes were made, removal of Adult references, etc. EMI CEO Chytania Brown is

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also reviewing this document and we are looking for concurrence from members to continue with these adjustments. Mr. Coffaro asked the committee if there were any objection to moving these two policies forward to Executive Committee? Response was no objections.

3. **One Stop Operator Report**

Rachel Zietlow, Maximus, presented and reported a couple of updates for One Stop Operator. Over the last three years, we have tried to address serving customers with greater challenges with trauma-informed services, staff diversity and be at the forefront of design. Maximus has appreciated this committee's input on this ongoing process. During this quarantine time we have spent time rethinking our approaches.

Question was posed what does it look like after June 1st? Response was staff is currently discussing what it means to be open with social distancing and there are still many unknowns but should have a better picture and more details by Friday. DWD is determining if they will be bringing staff back June 1st which will be based on directive from the State. There are many unknowns, but the OSO is convening a meeting this Friday with other job center partners which should provide some clarity on what opening will look like. Face masks will be available to all visitors. All Maximus employees are required to wear face masks. Chair Matkom thanked Ms. Zietlow and Maximus for all their hard work running the One Stop Operator program for the past three years.

Next steps - Laura Bray, MATC, requested Rachel Zietlow call her offline to help MATC figure out their opening process and to potentially learn some best practices.

4. **WIOA and Core Combined State Plan Partner Status Reports**

Pete Coffaro reported on contracted partners' status reports. The PY19, Quarter 3 WIOA Core Performance metrics showed that EMI met all the core performance measures, including the credential attainment rate goals. Question was posed what is ramification of not hitting goals? Ms. Brown responded that DWD will note during monitoring process. If multiple years of not attaining, there will be a corrective action. Mr. Coffaro and his team work very closely with partner agencies to ensure this does not happen.

The credential attainment rate looks at of the number of individuals in training, how many finish and attain WIOA-recognized credential. These numbers are reflective of how effective we are at getting populations through a training that leads to higher income. There have been some challenges with this goal. The State has taken taking over the Eligible Training Provider review process which has placed a greater emphasis on credentials.

5. **Impact of COVID 19 on Workforce Services**

Brief discussion around efforts to serve job seekers and businesses Post COVID 19. Melissa Shekoski led efforts to improve information on the EMI website to assist displaced individuals by creating a COVID-19 webpage that was divided into three areas:

- Job Seeker Resources
- Employer Resources
- Community Resources

Posted information includes specialized instructions and recommendations for job seekers on unemployment insurance, navigating Job Center of Wisconsin website, and adding immediate job openings, and help for employers including Rapid Response resources. Details on community-based

resources were posted on Facebook, LinkedIn, and Twitter.

Post-COVID 19 changes to how we run our programs include email, phone, and Zoom technology. All EARN and LEARN registration was done online and all required documents were uploaded. Some individuals had technology issues and in certain cases, EMI was able to support with electronic equipment such as laptop loaners. The BankWork\$ program had a graduation right before the crisis and the April session was postponed. The next cohort is scheduled for July 2020.

Jose Galvan, Business Services Manager, reported that COVID 19 had a dramatic impact in the hospitality sector especially hotels and restaurants. Mr. Galvan has received 32 warn notices. On a positive note, most employers plan to bring back furloughed employees after quarantine restrictions are lifted. We have held one Virtual Job Fair in partnership with the WDA 1 & WDA 3 in concert with other Boards throughout the State. The plan is to hold more events like this throughout the summer. Nine in-person events have been cancelled.

Chair Matkom requested a Special Program Committee in late June to discuss how EMI is handling the huge numbers of unemployed in this new territory we are in. Ms. Brown added that she looks forward to that discussion and appreciates this committee's input.

Next steps – Mr. Coffaro will contact Chair Matkom with dates and times in late June for Zoom call and send out to Program Committee.

6. **Employer Engagement Updates**

Ms. White informed members that 475 pre-registrations for EARN and LEARN had been received and most needed intense follow-up. EMI has funding for 630 participants. Job Readiness Training is scheduled for next week with Sydney Moncrief. Question was posed if the drop in E&L applications was directly related to access to PCs? Response was multiple reasons including the early closure of MPS due to COVID 19 and not getting as many referrals from them. The normal methods of outreach and marketing were also closed. Some worksites have had to drop out of the program.

Next steps – Toni will send out list of worksites to Program Committee.

7. **Standard Program Reports**

a. **Youth Committee Update**

The Youth Committee met on Wednesday, May 13 and reviewed the status of eight (8) related Youth Programs.

8. **Other Business**

a. **Update on WIOA Title 1-B Procurement**

Chair Matkom updated members that contracts were approved by the Executive Committee.

Chair Matkom adjourned meeting at 10:22 a.m.

Next Program Committee meeting is August 19, 2020

Next Board of Directors meeting is June 11, 2020